

June 27, 2012

Marlene H. Dortch
Office of the FCC Secretary
Federal Communications Commission
445 12th Street SW
Washington, DC 20554

USAC
2000 L Street NW Suite 200
Washington, DC 20036

RE: **WC Docket No. 10-90**

Dear Ms. Dortch,

In accordance with the Annual Reporting Requirements pursuant to § 54.313(a) (2)-(6) and § 54.313(h), we have included our signed certification form and data support. The attachments cover calendar year 2011.

Regards,



Seth R Davis, CEO

Enclosures

cc: Virgin Islands Public Service Commission

Annual Reporting Requirements pursuant to § 54.31 3(a) (2)-(6) WC Docket No. 10-90

§ 54.313(a) (2) – Outage reporting

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a) (3) – Unfulfilled service requests

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a) (4) – Customer complaints per 1000 connections

☐ My company was not required to collect this information in 2011.

☒ My company collected this information pursuant to state utility commission requirement. A copy of the report is attached.

§ 54.313(a) (5) – Service quality standards and consumer protection rules

I certify that the reporting carrier is in compliance with applicable consumer protection rules. The reporting carrier is currently working with the VI Public Services Commission on new service quality standards as the company is in the middle of a significant infrastructure upgrade which will positively impact its overall service standards and reporting capabilities. The carrier has been improving service quality month over month.

§ 54.313(a) (6) – Ability to function in emergency situations

I certify that the reporting carrier can function in emergency situations as set forth in 47 CFR §54.202(a) (2). Specifically, the reporting carrier has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations

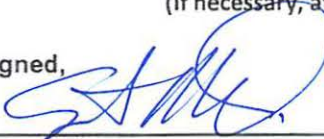
I am authorized to make this certification on behalf of the company named above and, to the best of my knowledge the information reported on this form is accurate. This certification is for the study area(s) listed below. **(Please enter your Company Name, State and Study Area Code)**

Company Name	State	Study Area Code
Virgin Islands Telephone Corporation	VI	643300

(If necessary, attach a separate list of additional study areas and check this box.)

☐

Signed,



DATE: 27 June 12

SETH R DAVIS

CHIEF EXECUTIVE OFFICER

Carrier's Name: VIRGIN ISLANDS TELEPHONE CORPORATION dba INNOVATIVE TELEPHONE

Carrier's Address: PO BOX 6100, St. Thomas, VI 00804-6100

Carrier's Telephone Number: 340-715-8773

WC Docket No. 10-90 Attachment

Below is data collected pursuant to state utility commission requirements. The following information covers the calendar year 2011:

- **§ 54.313(a)(2):**
 - Innovative Telephone did not experience any outages for at least 30 minutes that potentially affected 10% of our end users or a 911 special facility.
- **§ 54.313(a)(3):**
 - The number of year end unfulfilled customer requests for service are as follows:
 - St Thomas – 15; St John – 04; and St Croix – 23.
- **§ 54.313(a)(4):**
 - The number of complaints per 1,000 customer lines during this time period was 0.1477.
- **§ 54.313(h):**
 - Our residential service flat rate, state fees, as well all rates and the number of lines below the local urban rate floor.

▪ Flat rate for residential local service:	\$ 21.65
▪ State SLC, USF, Mandatory EAS and Zone Charges:	<u>0.00</u>
▪ Total Rate:	\$ 21.65
▪ Urban Rate Floor	\$ 10.00
▪ Number of lines below the local urban rate floor:	0